

## Our Clearinghouses

### We participate with:



- **Christina Chewning Phone: 813-363-5255**  
[christina.chewning@availity.com](mailto:christina.chewning@availity.com)



- **Jennifer Nethery Phone: 800-981-8601**  
[Jennifer.Nethery@RelayHealth.com](mailto:Jennifer.Nethery@RelayHealth.com)

Providers can go through either one of these clearinghouses to submit claims to us electronically.

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## Clearinghouses

- Virginia Premier is pleased to be partnering with two of the largest clearinghouses in the industry to provide a full range of electronic capabilities for our CompleteCare providers and network partners.
- Please contact your clearing house to verify they work with one of these clearing houses.

### • Available Transactions:

Claims – 837P and 837I, 835 remittances, 276/277

Claim Status

Eligibility – 270/271

### Payer IDs:

Institutional Claims: VPCCI Professional Claims: VPCCP

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## Checking Eligibility

### Call us!

- Please contact our Member Services call center to check a member's eligibility.
- You can reach us at 1-855-338-6467.
- A member's eligibility must be checked through Virginia Premier and not through CMS or DMAS.
- If you have the Members Medicaid Number, you may determine in which Health Plan the beneficiary has enrolled through the DMAS website

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## Checking Eligibility

### Use our Provider Portal!

- You can use our provider portal to check a Member's eligibility
- The provider portal can be found here:

<https://www.vapremier.com/providers/provider-portals/>

- A member's eligibility must be checked through Virginia Premier and not through CMS or DMAS.

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## Getting an Authorization

### Call us!

- Our Medical Management team is standing by to assist you with getting an authorization
- They can be reached at 1-888-251-3063
- We also welcome your faxed authorization requests. The authorization form can be found on our website and the fax number is 1-800-827-7192

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## Getting Help with Claims

### Call us!

- Our Customer Service Team is standing by to assist you with any claim issues you may be having
- Call us at 1-855-338-6467
- Your Provider Service Representative or your regional Long Term Services and Supports Manager can also help you with any issues that you may have
- You can reach them at [vphpnetdev@vapremier.com](mailto:vphpnetdev@vapremier.com) or by calling our Provider Services line at 1-855-338-6467

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## Getting Help with Claims

### Use our Provider Portal!

- You can use our provider portal to check the status of your claim
- The provider portal can be found here:

<https://www.vapremier.com/providers/provider-portals/>

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## Online Claims Submission

### There are several ways!

- You can enter your claim using our provider portal or using one of our clearinghouses – Availity or RelayHealth

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## Paper Claims Submission

Paper Claims should be submitted to the following addresses:

<b>Primary Care Providers</b> CCC by Virginia Premier P.O. Box 4468 Richmond, VA 23220-0207	<b>Specialty Providers</b> CCC by Virginia Premier P.O. Box 4468 Richmond, VA 23220-0208
<b>Hospital Claims</b> CCC by Virginia Premier P.O. Box 4468 Richmond, VA 23220-0120	<b>Claims Appeals</b> CCC by Virginia Premier P.O. Box 4468 Richmond, VA 23220-0307
<b>Transportation Claims</b> CCC by Virginia Premier P.O. Box 4468 Richmond, Virginia 23220-5287	

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